



The Zatzman Sportsplex, built in 1982, is a family-focused health, fitness, and recreation complex that serves Dartmouth's communities and all regions of the Halifax Regional Municipality. The facility hosts a variety of facilities and services including a double gymnasium, a large fitness centre, new welcoming community spaces, two swimming pools, an NHL sized arena with seating for 3,000 people and so much more. In addition, the facility also sponsors a large-scale community outreach and accessibility program to reduce barriers and ensure that everyone in our community can play at the Sportsplex.

Diversity is a primary value of the Zatzman Sportsplex. As an equal opportunity employer, we consider individual talents, skills, and unique perspectives to provide the best service to our vibrant community. Currently, the Zatzman Sportsplex is seeking energetic people to serve as our Welcome Desk representatives, serving customers and potential customers at our Welcome Desk. This position involves:

- Welcoming customers to the facility and answering phones.
- Sales tasks (including processing registrations for facility passes, programs, products, and services) and taking payments.
- Conducting facility tours.
- Delivering a high-quality, friendly, and welcoming customer experience.
- Good organizational, cash handling and balancing, and administrative skills.
- Monitoring of the parking lot.

We're looking for individuals who:

- Are passionate about recreation and the impact it has on our community's health.
- Have experience and are competent in using computer programs (such as e-mail, word processing programs, web-based software, and spreadsheets).
- Have excellent communication and customer service skills (including written, in person, and over the phone).
- Thrive when multi-tasking.
- Understand the skill it takes to deliver stellar customer service.
- Are efficient, detail-oriented, and enjoy working with the public.
- Enjoy and thrive when working with people with diverse backgrounds and abilities.

Certification in CPR, AED, first aid, and WHIMIS are required. Bilingualism (English along with Arabic, French, Swahili, or Mandarin) is considered an asset but is not a requirement.

We are currently seeking individuals to join our Welcome Desk team who plan to remain with us in the Fall.

Those hired on will train with us 8 hours a week in the Summer before moving to 12-15h per week in September.

This is a hands-on position, and the successful candidates will work as part of the Welcome Desk team to create a diverse and superior customer experience. We offer a supportive work environment, flexible working schedules, and a staff facility access pass benefit.

Interested candidates can apply with a resume and cover letter by email to

harrism@halifax.ca
Michelle Harris – Welcome Desk Coordinator